



May 6, 2010

Lisa Reel
Executive Director
Wild Iris Women's Services of Bishop, Inc.
PO Box 697
Bishop, Ca 93546

SUBJECT: Performance Assessment Report
GRANT #: DV09231057 & DR09011057
RECIPIENT NAME: Wild Iris Women's Services of Bishop, Inc.

Dear Ms. Reel,

Thank you again for your time on May 4, 2010, when I conducted a Performance Assessment of the Domestic Violence Assistance (DV) Program grant for your agency. Attached please find a copy of the Performance Assessment including the Domestic Violence Recovery Act (DR) Addendum.

During the site visit, we discussed Cal EMA's requirements for the project, the goals and objectives of the program, the project's source documentation, and the reporting requirements. As a result of the visit, I have identified the following areas which need corrective action.

Client Confidentiality

Current Policy: Policy and protocol for the retention of client files is documented in the Employee Handbook and Personnel Policies. This policy dictates the storage of files for up to seven years, but it does not describe what happens to the files after seven years.

Citation: Both the Victims Of Crime Act and the Family Violence Prevention Act contain provisions protecting the confidentiality of victims. Specifically, 42 U.S.C. 10402 (a)(2)(E) authorizes the state to ensure documented procedures have been developed and implemented (to include policies and procedures) "to assure the confidentiality of records pertaining to any individual provided family violence prevention or treatment services by any program assisted under this chapter..."

Recommendation: While documented protocols exist up until the point of long-storage, no protocol exists for the handling of client files during or after that period. Written protocols should be established for the long-term storage of and eventual destruction of client files, in order to protect against the dissemination of confidential client information. Evidence of the development of a written policy should be submitted to Cal EMA no later than **November 10, 2010**.

Fidelity Bond

Finding: The project did not have the required Fidelity Bond documentation on file.

Citation: Recipient Handbook, Fidelity Bond, Section 2160, requires recipients to obtain a fidelity bond or an equivalent employee dishonesty insurance contract in an amount equal to 50 percent of the total grant award, less matching funds. The certificate holder or first loss payee must be the "State of California, Office of Emergency Services."

Section 2161.2 indicates the Fidelity Bond must include Form A, Employee Dishonesty, and Form B, Forgery Coverage. The Fidelity Bond must provide blanket coverage of all employees; a scheduled bond is not acceptable. Further, Section 2161.4 states the certificate holder or first loss payee must be the State of California, Emergency Management Agency. The grant numbers for each grant covered must be included.

Corrective Action: See Recipient Handbook Section 2160, Certificate of Insurance, for the components that must be included in the certificate. Documentation from an insurance carrier that verifies the grant recipient is in compliance with this requirement must be submitted to Cal EMA by **November 10, 2010**.

Functional Timesheets

Finding: The project is not currently using functional timesheets to track grant funded positions.

Citation: The Recipient Handbook (Section 11331) states "All grant-funded personnel must maintain time cards/sheets that indicate on a daily basis, the actual time worked on each Cal EMA project and account for all the time worked by the employee during the pay period... An allocation plan may be used to allocate salaries and benefits for individuals who work on more than one program or grant (see Section 2173)."

Corrective Action: Currently, the project tracks employees' hours by grant. However, these time sheets do not provide a description of what the employee is doing during the hours billed to the grant. The current method does not indicate function; it merely indicates billing allocation. A copy of the new functional timesheet should be submitted to Cal EMA no later than **November 10, 2010**. Additionally, the Employee Handbook should be revised to provide policy as to the use of functional timesheets.

EEO Policy

Finding #1: The project lacks written policies for language assistance services that provide Limited English Proficiency (LEP) persons with meaningful access, i.e. oral interpretation services, bilingual staff, telephone interpreter lines, written language services, community volunteers, etc.

Citation: Recipient Handbook Section 2151.7 states, "Cal EMA program staff will provide an EEO Checklist to recipients prior to all site/monitoring visits. The checklist will assist Cal EMA in verifying that recipients are in compliance with state and federal civil rights requirements by noting that various EEO documents (EEO Policy, Nondiscrimination Poster) are available at the site/monitoring."

Corrective Action: Personnel responsible for EEO compliance should contact the Cal EMA EEO Compliance Officer at (916) 845-8454 for additional information on specific state and federal civil rights laws to ensure compliance. Additionally, the project should establish a written personnel policy and a written administrative policy for addressing the needs of those with LEP. Evidence of this new policy should be submitted to Cal EMA no later than **November 10, 2010**.

Finding #2: The project does not distribute the written EEO policy to clients.

Citation: See Recipient Handbook Section 2151.7.

Corrective Action: Personnel responsible for EEO compliance should contact the Cal EMA EEO Compliance Officer at (916) 845-8454 for additional information on specific state and federal civil rights laws to ensure compliance. Additionally, the project should post a copy of all EEO Policies in a public forum. Evidence steps have been taken to inform clients should be provided to Cal EMA no later than **November 10, 2010**.

Finding #3: The project lacks written Personnel Policies for the accommodation of employees with disabilities.

Citation: The Recipient Handbook (Section 2151.1) discusses comprehensive state and federal civil rights regulations which include directives and prohibitions. Projects are mandated ("d") to provide reasonable accommodation for an employee or for an applicant with a known physical or mental disability, unless the employer can demonstrate that such accommodation would impose undue hardship. Subsection "b" mandates "qualified persons with disabilities will not be excluded, denied benefits, or discriminated against, solely on the basis of the physical disability, mental disability, or mental condition, under any program or activity receiving financial assistance from Cal EMA.

Corrective Action: The project lacks written policies for addressing the needs of employees requiring reasonable accommodation. This policy should be created and included in the current Employee Handbook, and submitted to Cal EMA no later than **November 10, 2010**.

As for the other documentation that you were required to provide at the time of the site visit, I will be placing copies in your DV09/10 file and your master file at Cal EMA headquarters.

Enclosed is a copy of the completed Site Visit Checklist Form for your review. Please sign the cover page and return a copy of the page to me by **Wednesday, June 10, 2010 or sooner** as confirmation of receipt.

Thank you again for your hospitality during this visit. If you have any questions regarding the site visit please contact me at 916.324.9104 or Jason.Stalder@calema.ca.gov.

Jason Stalder
Criminal Justice Specialist
Domestic Violence Section

Enclosures

C: Cal EMA R&R Logistics